

Servicing made easy with eduCARE Warranty Plan

The most important aspect of any successful 1:1 program is computer uptime. MAC1 recognises that students and teachers will require fast turnaround and offers the following services to ensure minimum downtime on warranty repairs.

Each computer bundle purchased by Sandhurst CEO schools through MAC1 comes with a 3 year AppleCare National Warranty. As your preferred partner, MAC1 will provide a dedicated Sandhurst CEO online service portal to book repairs directly through to our local service team.

Sandhurst CEO Service Portal: <http://www.mac1.com.au/education/sandhurstceo/service>

An example of the Service Portal customer experience is outlined below when choosing to have jobs collected on a case by case basis for repair. Items shown in bold are actioned by school staff with the remaining steps the responsibility of MAC1.

Please note that all courier costs are covered by the MAC1 eduCARE agreement.

1. Job is logged by school staff via Online Service Portal.
- 2. Online Job Alert Received by MAC1 via E-mail. and logged into internal systems.**
3. SRO Jobsheet emailed to school staff with a request for acknowledgment. (Within 2 hours from Job Lodgement.)
- 4. School staff signs Jobsheet, boxes up repair and leaves at designated collection point with Jobsheet in box.**
- 5. School staff sends MAC1 acknowledgment e-mail and confirms that the repair is ready for collection.**
6. Courier is booked by MAC1 for collection.
7. MAC1 sends email to school staff with ETA of Courier.
8. Courier collects Job from school staff and delivers to MAC1.
9. Repair receipted by MAC1, machine housed in Service area and into diagnostic/fix queue.
10. Repair completed.
11. Courier returns completed repair to school staff.
- 12. School staff signs completed Jobsheet and faxes back to MAC1.**

For more information on how the eduCARE warranty plan can benefit you and your school's computer programs, please feel free to contact your MAC1 Education Account Manager, Doug Watkins - 03 5442 4666.



MAC1

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MAC1 Deployment Services

MAC1 has been carrying out small and large scale deployments of technology to schools, government agencies, and businesses for a number of years.

We have a well developed system that has provided our customers a central point of contact ensuring any deployments are carried out with the least amount of fuss, saving customers time and human resources.

Asset Registration

It is often beneficial to have on file the individual information for each machine deployed in your environment, including serial numbers, MAC addresses etc. MAC1 can provide the serial number and all MAC addresses for every machine prior to deployment. This will be mapped to a Rollout ID number which will also be affixed to the box. If our Asset Tagging service is also performed with individual labels, the registry data will include the tagging information applied.



Asset Tagging

Many environments require some form of physical labelling to be applied to each device for both site and item identification. These labels may be pre-printed and supplied, or if needed MAC1 can generate labels for you. If individual labels are to be applied, then this would normally be done in conjunction with our Asset Registration service.



Off-Site Services and Delivery

Where MAC1 is not performing any Deployment Services off-site, Delivery is included free of charge. However, in some cases, it is preferable to have MAC1 perform some or all of our Deployment Services offsite prior to delivery. In these cases, an additional delivery charge will



SOE Deployment

Efficiently deploying Standard Operating Environment (SOE) image to multiple machines can prove to be a difficult task, and is core to the success of most mass deployment project. MAC1 can provide all necessary hardware (servers, switches, network cables etc), and apply any machine-specific settings (Note: Asset Registration is a pre-requisite for applying machine-specific settings).



Installation

MAC1 can provide the manpower to remove the delivered units from their packaging, physically distribute, and then connect them to power and ethernet in their environment. Limit of 1 installation location per 20 devices.



On-Site Machine Personalisation

Although it is common to apply a Standard Operating Environment to all machines, it is usual for each machine to also require individual personalisation, such as binding to a directory service such as Open Directory or Active Directory and creating a unique mobile user account for the end user - something that can only be done on the actual network and on each machine.



Time Machine Disk Assignment

Where an external drive is being used as a TimeMachine backup destination, it is necessary for the drive to be prepared as the destination drive and to exclude unwanted data from backup, such as the system partition. MAC1 will individually assign the drives to the machines and set the exclusions. Asset tagging of the drive is also included when both Asset Tagging and Time Machine Disk Assignment are included.



Laptop Handout Event Assistance

For mass laptop deployments such as 1:1 learning projects, it is common to distribute the new machines together at a single event. MAC1 can provide assistance in planning and running such an event, including distributing personalised machines to each recipient. As a guide, commonly 1 MAC1 staff member for every 50 computers would be needed.



Packaging Disposal

A lot of Apple's products ship with 2 layers of packaging - an outer brown shipping box, and an inner marketing box. Where any other service is already being provided (SOE Deployment, Asset Registration, Asset Tagging etc) the removal and disposal of the outer brown shipping box is included at no additional charge. However, it is often also beneficial to have the other packaging removed from site after delivery and disposed of in an environmentally-friendly way - not just for logistical reasons, but also security.



For more info on how these services can help your next technology rollout contact MAC1
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